

Student Handbook

About this book

This student handbook is your 'must have' guide. Inside this book, you will find information on how the college works, where students should go and who they should see to resolve problems. Policies, procedures, and rules are outlined so that you are aware of the parameters within which this college community operates.

Disclaimer

The college attempts to ensure that the information distributed is accurate and up to date, but sections may be amended without notice. Persons intending to act on any information contained herein should first check with the college to ascertain whether any later information is available in respect of the relevant material.

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Welcome to SSBT

Welcome to Sydney School of Business and Technology Pty Ltd (SSBT) where new and exciting experiences and adventures await you. The Principal Executive Officer, teachers and staff welcome you to join our school family. SSBT is a distinctive and very successful institution, which maintains a high profile and an excellent reputation locally, nationally and internationally. Our experienced staff and teachers are dedicated to providing every student with the best educational opportunity possible.

SSBT is a comprehensive, multicultural, vocational education college whose mission is to anticipate and respond to the educational needs of students, employers and communities in an advancing technological world. The college provides students with an effective teaching and learning environment designed to raise education standards, enhance economic development and enrich personal lives.

I ask you to join us in continuing to focus on the mission and vision that has been established at SSBT. With continued support and cooperation, we can pursue excellence in the academic achievements of all our students.

Best wishes,
Rao S Akula
Principal Executive Officer

Student Orientation Information (This leaflet will be given to you during orientation)

Dear Student

Welcome to SSBT. The information presented in this leaflet is a summary of information presented in this handbook and helps you understand your obligations as a student and also gives you information on where and how to find resources and assistance

1. Student Visa Requirements

- a. Maintain a fulltime enrolment in the enrolled course
- b. Maintain satisfactory course progress (refer to course progress policy and procedure)
- c. Maintain Overseas Student Health Cover (OSHC) through out the visa duration
- d. Notify us within 7 days of any change of address

2. Useful Websites

- a. SSBT Student Centre (<http://teams.softwaredreams.com.au/ssbt/SRC/>) – Use your student ID and Password to login (initial password will be given to you on the orientation day).

Use this website to:

- i. Access your personal and academic details
 - ii. Update your change of address details
 - iii. Communication from the school relating to reassessments and late fee warnings
 - iv. Check teachers feedback on your academic results
- b. Student Handbook (<http://www.ssbtt.nsw.edu.au/files/pdf/ssbt-student-handbook.pdf>) – A must have student resource material explaining:
 - i. Student's code of conduct
 - ii. Information on course variations
 - iii. Information on working in Australia
 - iv. Information on how to obtain OSHC and Tax File Number
 - v. Fees and Charges
 - vi. Services and facilities available to students
 - vii. College policies and procedures

3. Things you must know

- a. Check college notice boards every day for any updates and important changes.
- b. In case of emergencies please follow the instructions given by your teacher or by the floor warden
- c. Do not leave valuables unattended. We are not responsible for any damaged, lost or stolen items
- d. Reception is main contact for student services and booking appointments with other staff
- e. Always follow the rules displayed in notice boards, class rooms, computer labs, and near the facilities such as printer, photocopiers, vending machines etc.
- f. If you wish to apply for Recognition of Prior Learning, you must apply with in two weeks of your course commencement date.

If you need any assistance or have any enquiries please ask at Reception. If you need to talk to any staff member please make a booking at Reception.

We hope you will enjoy your stay at SSBT.

Good luck with your studies

SSBT Management

Code of Conduct

Sydney School of Business and Technology sets clear standards for students' personal and academic conduct. The consequences of breaching this code of conduct are specified below.

Personal Conduct

- Be polite and courteous
- Show respect for themselves, for others and for those in authority
- Show proper care and regard for school property and the property of others
- Demonstrate honesty and integrity
- Treat others with dignity and respect at all times, and especially when there is disagreement
- Respect and treat others fairly, regardless of their race, ancestry, place of origin, colour, ethnic origin, citizenship, religion, gender, sexual orientation, age or disability
- Respect the rights of others
- Respect persons who are in a position of authority
- Respect the need of others to work in an environment of learning and teaching
- Respect differences in people, their ideas and opinions
- Take appropriate measures to help those in need
- Follow the established rules and takes responsibility for their actions
- Refrain from bringing anything to school that may compromise the safety of others
- Turn off mobile phones during classes and assessments
- Adhere to required dress and safety standards
- Adhere to all rules, regulations and standards
- Have your student ID card with you at all times in the college
- Show your student ID card when asked by SSBT staff member

Academic Conduct

- Comes to school prepared, on time and ready to learn
- Leave class at scheduled times or with the permission of your trainer/assessor
- Give all class members the opportunity to listen in a quiet, non-disruptive environment
- Do not come to class under the influence of drugs (prohibited substances) or alcohol
- Bring all resources and equipment required to complete learning and assessment
- Follow trainer/assessor instructions at all times
- Complete assessment activities within the timeframe given

Consequences of breaching the code of conduct

Police will be involved in the following cases

- Possession of a weapon, including, but not limited to firearms
- Trafficking in drugs or weapons
- Robbery
- Use of a weapon to cause bodily harm, or to threaten serious harm
- Acts of vandalism causing extensive damage to school property or property located on school premises and also bodily harm
- Physical assault causing bodily harm requiring professional medical treatment
- Sexual assault

Severe breach of code of conduct - Ground for cancellation of student enrolment

Severe breach of code of conduct includes but not limited to:

- Uttering a threat to inflict serious bodily harm
- Any form of harassment
- Acts of vandalism
- Physical assault
- Sexual harassment
- Directing inappropriate or disrespectful language at any SSBT staff member
- Being in the possession of illegal drugs

- Being in possession of alcohol
- Being under the influence of alcohol
- Contravenes federal, state or local law
- Obstructing any staff in performing their duties
- Threatening or intimidating staff or students
- Giving false or misleading information in connection with course progress and enrolment
- Compromising the privacy and confidentiality of others
- Refuse to leave the class when asked to do so by a trainer/assessor
- Showing erratic course progress for example continuously absent or attending only few classes to maintain enrolment, not participating in classes after being counseled and refusing to accept or not following academic support strategies

Breach of code of conduct – Grounds for suspension of enrolment

Breach of code of conduct includes but not limited to

- Not following the assessor instructions in the conduct of the assessment activities
- Becoming very disruptive during class or in an assessment activity
- Found copying or plagiarizing in assessment activities
- Looking or attempting to look at others paper during exams
- Possession or use of external materials “cheat notes” during the exams
- Talking to other students during the assessment events where it is not permitted by the assessor
- Submitting some one else’s’ work as of their own
- Allowing others to copy from their own work
- Talking on mobile phones during class or in an assessment event
- Knowingly not attending the scheduled assessment activities
- Soliciting students or staff for the purpose of personal gain
- Accompanying unauthorized person(s) on to the college premises
- Walking out of an assessment event with out proper reason

Authorities

Trainer/Assessor may ask student(s) to leave the class where it is deemed necessary in accordance with any breaches outlined above

Director of Studies/Principal at his/her discretion will choose the duration of the suspension based on the merit(s) of the case

Director of Studies/Principal at his/her discretion may place students on probation based on the merit(s) of the case

Entry Requirements

SSBT has defined entry requirements (refer to course outlines) for individual courses.

SSBT may conduct an entry test on English skills to identify the level of English. After commencement of the course, if the level of English is not up to the level recommended for the course, students are required to defer the current course and undertake additional English course at their own expense.

Selection Criteria

SSBT staff, who enrol the students and approved agents select the clients in an ethical manner and by following SSBT's access and equity policy. All local and overseas students must meet the requirements outlined in Entry Requirements. During selection process, clients will be given the following information:

Course details
Course pathways
Learning and Assessment Methods
Fees and Charges
Recognition of AQF (Australian Qualifications Framework) Qualifications
Recognition of Prior Learning
Facilities and services
Legislations and regulations
Briefing about Australia and cost of living (overseas student only)

Use of Educational Agents

SSBT recruits educational agents to promote SSBT's courses to prospective students. Agents are responsible to provide the information outlined in selection criteria prior to enrolment.

Enrolment Procedure

Should an applicant wish to proceed with enrolment, then they will follow the below procedure.

Complete and sign the SSBT application form (paper or online). If you are under 18 years of age, your parent or legal guardian must sign this form. Read and understand the student handbook before your sign and submit application.

Submit the following documents along with your application form

- One recent passport sized photograph
- Photocopy of your academic transcripts and educational certificates.
- If these transcripts and certificates are not in English then they must be accompanied by certified translations
- RPL Application Form (if required)
- A photocopy of your passport identity page (Overseas students)
- A photocopy of your English language test results (Overseas students)

Send the application form and the above documents to the address below

Postal Address: GPO Box 4790, Sydney, NSW 2001, Australia

Fax: 61-2-9299-9864

Email: info@ssbt.nsw.edu.au

If submitting the electronic Student Application Form through the website, email the above documents to info@ssbt.nsw.edu.au

If your application is successful, we will forward the ENROLMENT AGREEMENT and an invoice. Once you receive these you must read, understand the conditions of the enrolment agreement, sign the enrolment agreement and send the enrolment agreement with payment details (all fees must be paid in Australian dollars only).

Methods of Payment

- Bank Deposit
- Bank Draft
- Credit/Debit Card (2% surcharge applies, students must complete payment authorisation form)

Account Details

Account Name: Sydney School of Business and Technology Pty Ltd
Account Number: 01272-3481 28742
Bank Name: Australian and New Zealand Bank
Branch: Corner of York and Market Street, Sydney, Australia

The following procedure applies to overseas students only:

Once we have received your payment and enrolment agreement, we will forward your electronic confirmation of enrolment (e-COE) to you. You will then need to submit the e-COE together with all the required documents mentioned on the student visa application to the Australian High Commission in your country. For more details on how to apply visa and contact details of Australian High Commission in your country visit <http://www.immi.gov.au>

Orientation

The student shall be inducted into the course a day before or on the day of course commencement. Its purpose is to inform new students most aspects of SSBT. Students have the opportunity to ask questions.

Provision for language, literacy and numeracy assistance

SSBT provides a formal assessment of student's level of written, spoken and reading English, and mathematics. We aim at all times to provide a positive and rewarding learning experience for all of our students.

Students must advise us in writing if any such assistance is required. Arithmetic is an important component of most of our courses. You may have access to calculator to help with calculations but we encourage you to have a good understanding of the course arithmetic requirements prior to selecting your course.

Student Services

Support services

Airport pickup

SSBT provides airport pick up services students who require these services must make prior arrangements.

Home stay

SSBT can organise home stay service students who require these services must make prior arrangements by completing Home stay Application Form available on SSBT website.

Welfare and guidance services

SSBT personnel are ready to provide friendly and helpful advice covering all aspects of a student's life in Australia including academic, cultural and social issues. We can help in areas such as immigration, homesickness and culture shock. Information and services are available covering issues such as career advice, health, learning support and counseling.

Tutorial Assistance

Teachers at SSBT can provide tutorial assistance during supervisory classes.

Bilingual personnel

The Academic and administrative staff at SSBT are very multicultural and most can speak a number of languages. Most students are able to receive help in their own language wherever possible.

Student Facilities

Computer facilities

All students at SSBT are supported by laboratories equipped with modern computers and visual aid devices. Enrolled students are given access to free Internet facilities, a variety of software, printing and email facilities. Individual network accounts are given to students immediately upon the processing of the enrolment form.

Photocopying and printing

A photocopier and printers are available for students to print or photocopy their class and assignment work.

Student common room

A student common room is provided for students where they can spend their breaks in between classes, have a chat or gather for group meetings.

Suggestion box

A Suggestion Box is also available for students to give valuable suggestions to the school. Students' suggestions are constantly reviewed and appropriate improvements are implemented.

Kitchenette

There is a common kitchenette on general where students can have a snack between classes. It is equipped with a snack vending machine, a coffee machine, a microwave as well as kitchen supplies.

Job Placement

Once students complete their course at SSBT, the college can provide assistance and advice on resume/CV development and prospective employment.

Assisting Student Visa and Work Permit

At SSBT we give free information to students who would like to apply for student, extension or work permission visas. We regularly update DIAC information on the college notice board.

Medical Check up Booking

When students need to get a medical check up for their visa extension we gladly help them by making a booking at Health Service Australia

Applying for a Tax File Number (TFN) and Opening a new Bank Account

When students first arrive in Australia we assist them to apply for a TFN and open a new bank account.

College Library

Students who wish to borrow books should seek assistance from reception. Books can only be borrowed for maximum of one week. Books must be registered at reception.

Flexible learning and assessment

Flexible learning and assessment provides choices to students on how and where they learn, how they are assessed and when and where the learning occurs

SSBT is committed to provide its students the opportunity to engage in a flexible learning and assessments process. SSBT's approach to provide flexible learning and assessment is to provide students with a variety of learning and assessment experiences which may include but not limited

- Class based training/assessment
- Group discussions
- Role-plays
- Presentations
- Interactive web/CD/DVD based training
- Self study
- Excursions and field studies
- Research activities

Complaints and Appeals

SSBT is fair and open to address any student complaint, grievance or appeal and records the outcomes of these appeals and complaints.

Complaints Procedure

In the first instance, try to resolve your matter with the staff member or student in an informal way if possible.

If the matter is not resolved then email your concern to relevant authorised staff member. Staffs email addresses and who to contact list can be obtained from Reception.

If the matter is still not resolved, then students at an arranged meeting can discuss the matter with the Principal

Appeal Procedure

Students appealing the decisions made on reporting unsatisfactory course progress, cancellations of enrolment and academic results must complete ADMIN 16 - Internal Appeals Form. All other appeals will have to be emailed to Principal

All complaints and appeals will be dealt with in 10 working days of lodgement. Any delay in the process of resolving a complaint or appeal will be communicated back to applicant. The decisions made will be communicated back to the Student in writing with a clear justification for the reasons why the decisions were made

If the matter has not been resolved to their satisfaction, then the Student may make a formal submission to The Principal Executive Officer for a review by Australian Council for Private Education and Training.

Staff responsibilities for access / equity and equal opportunity issues

SSBT will meet the needs of individuals and the community through the integration of access and equity guidelines. We will ensure that equity principles for all people are implemented through the fair allocation of resources and the right to equality of opportunity without discrimination.

We will increase opportunities for people to participate in the vocational education and training system, and in associated decisions, which affect their lives. SSBT prohibits discrimination towards any group or individuals in any form, inclusive of:

- Gender
- Pregnancy
- Race,
- Colour
- Nationality
- Ethnic or ethno-religious background
- Marital status
- Homosexuality (male or female, actual or presumed)
- Age (in relation to compulsory retirement)

We are firmly committed to achieving 'best practice' in the provision of vocational education and training. The Principal Executive Officer is the access and equity officer and can delegate any one to be the access and equity officer in the absence.

The General Manager is the person to whom you should direct all problems and information requests. If it is not resolved by the General Manager he/she will refer it to the best person. If you are experiencing any harassment or discrimination, refer the matter in writing.

Recognition of prior learning (RPL)

All participants are offered the opportunity to apply for Recognition of Prior Learning Recognition of Current Competency or Recognition of Qualifications on an individual basis prior to the enrolment. The RPL process allows participants to apply for credit for previous study, work, life and educational experience that match the learning outcomes of specific modules within their course. Outcomes will be notified within 28 working days after receiving the application. For fees refer to fees and charges.

- RPL information is available on our website.
- All RPL applicants will be asked to provide evidence to support their claim and this should be attached to the application form. Examples of evidence might include: documentation such as certificates issued by other training organisations; support letters from employers; course outlines of previously studied courses. We also recognise the credentials issued by other organisations operating under the Australian Quality Training Framework.
- All assessments of RPL applications are reviewed by staff, who are qualified to conduct the assessment. From time to time or when deemed necessary, we will have an additional person or subject expert be part of the assessment process.
- Where RPL is granted prior to the issue of a Visa, then the period of the Student Visa will be reduced to compensate.
- Where RPL is granted after the Visa has been issued, then students are required to maintain full study load with supplementary materials and supervised study.

- RPL applications are conditionally approved for offshore students. Once students arrive in Australia, students must meet with head of studies who will finalise this process. This may involve in giving you challenge tests, interviews or self assessments. If you can not be given credit transfer, your course duration will be changed and you will be given a new CoE confirming this

Privacy and Use of personal information

- SSBT must meet the requirements of the Federal Privacy Act.
- All students are able to access their own personal file held by the college and may also request that updates be made to information that is incorrect or out of date.
- Access may be given to an identified government officer from such agencies as DEEWR, DIAC or VETAB for the purposes of audit. We are required to tell DIAC about: changes to your enrolment; and any breach by you of your student visa conditions relating to unsatisfactory course progress.
- A copy of student or staff records by a third party can only be obtained by written permission of the relevant person whose file has been requested. This permission must be provided in writing for such access to occur.
- Personal information is collected solely for the purposes of operation as a Registered Training Organisation.
- All reasonable steps must be taken to protect personal information from misuse, loss, unauthorised access, modification or disclosure including password protection of electronic files, secure storage of paper files and secure backup of data.
- Students will be allocated a unique number for the purposes of maintaining SSBT electronic records or for collection of data by Commonwealth and State Government departments and agencies.

Occupational Health and Safety

The NSW Occupational Health and Safety Act 2000 require SSBT owners to provide a safe and healthy working environment for all employees, student, site visitors and unsuspecting public. The Owners have the ultimate responsibility to provide and maintain safe amenities and class rooms

We expect you to help minimise the risk of personal injury to ensure student safety at all times

Maintain a safe, clean and efficient, working environment

Use all equipment in the manner they were designed to be used

All unsafe situations recognised and reported

Report any identified Occupational Health and Safety hazard to the appropriate staff member as required

Attendance Procedure

SSBT has adopted DEEWR-DIAC course progress policy for all its VET courses from 1st July 2007. SSBT will not report students to DIAC for non attendance. Attendance is taken for recordkeeping purposes and be used to determine subject/unit competency and during course progress intervention.

Student enrolment will be terminated on the grounds of inactive notification if one of the below occurs

Fail to commence studies with in 2 weeks of SSBT holiday break

Fail to commence studies with in 2 weeks after deferral/suspension period is over and where there is no extension requested

Fail to enrol in a subject during the term and as a result continuously absent for more than two weeks.

Student Performance

All our courses are delivered using text books and/or work books that have been either sourced externally from an education resource provider such as Pearson's Education or have been created in-house by SSBT training staff.

All training is conducted addressing verbal, written and practical assessments.

All assessment tasks must be completed by the student who is advised of their unit result (C – Competent or NYC – Not Yet Competent) after two weeks of the term completion via Student Access Website and all the student work is kept for 12 months following unit completion.

All assessment outcomes are recorded in the Student Competency Log Sheets by the assessors. These log sheets are then submitted to Academic Support Officer for verification. Once the verification is completed, results are entered into TEAMS and log sheets are filed in student files by Academic Support Officer.

Participation is an important aspect of competency based training and assessment. Students must participate in all scheduled classes to be able to achieve competency. Students at SSBT may be asked to repeat the subject/unit if they fail to attend 50% or more of the scheduled classes. Participation in practical classes vary from term to term for commercial cookery students. This information is available in college notice boards.

Flexible Assessment Procedure

Flexible assessment is given to students in the form of a verbal questioning and this form of assessment applies to only questioning assessments. All questions in the written test must be attempted (responses given in the answer sheet must be relevant but not sufficient enough to be satisfactory) and student has given satisfactory responses to more than 50% of the questions. Assessors schedule a date for flexible assessment and inform this to students. Student must attend to this scheduled flexible assessment with out failure. There will be no extension given to scheduled flexible assessment dates. Students must apply for reassessment if they fail to attend a scheduled flexible assessment event. Assessors conducting flexible assessment must record student responses on the original test paper. Final decision and feedback must be recorded on the assessment cover sheet (refer to flexible assessment record section of the cover sheet). All flexible assessments must be completed (conducting, making decisions and recording result) before submitting final results to academic department.

Academic Appeals

Academic appeals relating to decisions made on assessments, reassessments and repeating of subjects must be lodged using ADMIN 16 - Internal Appeals Form with in 28 days of the decision is communicated to student. Students are encouraged to check the Student Access Website regularly to check their results and also feedback provided by assessor.

Academic Counselling

Students with not yet competent (NYC) results will be contacted and counselled by the Academic Support Officer once results are received from assessors. The following records may be used during the academic counselling sessions.

- Academic Records (Log sheets/results summary sheets)
- TEAMS counselling records
- Attendance records

Academic Support Officer is responsible for recording outcomes of these sessions in TEAMS and also recommending student to apply for reassessments or subject/unit repeats. Counselling notes prepared by the Academic Support Officer must be filed in student files. Refer to the Course Progress Policy.

Reassessment Procedure

All reassessments must be booked with the Academic Support Officer by completing ADMIN 08 - Reassessment Booking Form and reassessment fee must be paid the Accounts Officer. Students must attend reassessments with out failure. Students can request to change the reassessment date in case of a medical reason by providing a doctors certificate or compelling reason by providing sufficient evidence. Any other reason student provides to reschedule the assessment may not be considered. Scheduling, recordkeeping of reassessment forms and ensuring that the reassessments are conducted on time is the responsibility of the Academic Support Officer. Assessors, after completing reassessments will provide feedback to students and completed reassessment forms to the Academic Support Officer, who will then amend the results in TEAMS and keep reassessment forms in student file.

Repeating of Subject/Unit

Students may be asked to repeat a subject/unit (fees apply) when:

- Student participated in less than 50% of the scheduled classes for that subject/unit, or
- Achieved non satisfactory result in all assessments of that subject/unit, or
- Not participated in any scheduled assessment events of a subject/unit, or
- Attempted the same assessment twice, or
- Assessor deems and justify that the repeat of a subject/unit is necessary

Following the academic counselling interview, Academic Support Officer prepares a customised timetable outlining the details on subject repeat. This timetable provides students information on subject details, when subject repeat is scheduled and who is the trainer/assessor. One copy of this timetable is given to students and one copy is kept in student file. Students must ensure that they follow the timetable with out failure.

Referencing in Assessments

The purpose of referencing is that you are giving credit to the author or artist of the work and are acknowledging that you had made no contribution to that work

The purpose of referencing for assessment purposes is that the assessor is able to distinguish your work from others and is able to assign a mark appropriately.

When referencing, there must be a bibliography at the appendix of the document submitted. The bibliography should have details of every reference within the document. Each reference in the bibliography should be indexed with a unique number. For various types of information sources the following details should be given:

- For a book you need to specify the title, author, publisher, and ISBN.
- For a magazine you need to specify the magazine title, article title, author, publisher, and ISSN.
- For a newspaper you need to specify the newspaper name, newspaper date, article title, and author.
- For a file on a local computer network (including any files and class notes provided by a teacher), you need to specify the path and file name. For example: G:\Multimedia Design\Lesson 3.pdf
- For a webpage you need to specify the heading, author, copyright owner, and the URL.

When quoting a small text you may quote indirectly and place the bibliography index at the end of the sentence/clause in superscript. For example, if you find some data from the Australian Bureau of Statistics website that on average men earn 20% more than women then you could write the following sentence. According to the Australian Bureau of Statistics, men are paid 20% more than women on an average basis.¹² The number 12 is the index number in the bibliography with details from the website.

When quoting a large text you must give a direct quotation. That is, the text must be surrounded by quotation marks “.....” or the text must be in italics. The index number from the bibliography must appear immediately after the text.

Failure to reference another person’s work in an assessment is plagiarism and is an unacceptable submission.

Competency Based-Training and Assessment

Competency means you must demonstrate a skill, not just answer questions. The level of skill you have to demonstrate is listed in the National Training Package which contains the syllabus. Training is delivered to you so you can perform the assessment tasks.

Assessment

Assessment is the process of collecting evidence and making judgements on whether or not competency has been demonstrated by you. Assessment is carried out by the comparison of your skills and knowledge, against the requirements of the Standards.

Validity

The assessments actually assess what they claim to assess and what they have been designed to assess.

Validity of assessment is achieved when:

- Assessors are fully aware of what is to be assessed, as indicated by the standards of competence, including clearly defined performance criteria
- Appropriate evidence is collected from activities that can be clearly related to the units of competency.

Authenticity

The evidence collected is actually proven to be your work alone. Plagiarism is unacceptable and internet derived material must be suitably acknowledged.

Reliability

Our assessment methods ensure that the competency standards are applied consistently from student to student and from context to context using clear, unambiguous, well documented assessment procedures and competency standards.

All of our trainers and assessors are well trained and practised from an appropriate background of business experience.

Our assessments are carried out within a system flexible enough to allow multiple and diverse forms of evidence.

Consistency

We collect enough evidence to allow judgement across the range of skills that must be directed, without undue reliance on any small number of select workplace contexts or projects.

Currency

Our assessments evaluate whether or not your skills and knowledge are current and can be applied in today's workplace.

Sufficiency

Evidence of competency should be sufficient to cover all the elements, performance criteria and required range of variables in the standards against which assessment is to be carried out. You must provide enough evidence to prove competency against the standards. This is defined on each of the assessment papers that will be issued to you. Remember, in our College, you can only repeat an assessment once.

Flexibility

Every portfolio or set of candidate evidence is unique. You must identify and develop your own specific set of evidence to prove competency against the standards. This set will be based on the workplace experience or simulated workplace and will require different types and forms of relevant evidence. Assessors can be flexible in using assessment tools. However, the assessment tools must assess both performance (skill) and underpinning knowledge and understanding over a period of time.

Fairness and Equity

Our assessments do not disadvantage any person except those who do not study. You will have assessments that do not discriminate in any way. Assessment guidelines must include an approach for working with candidates who have special needs.

Trainer-Assessors

Our assessor will objectively assess evidence against a set of standards. All our Trainers hold:

- Relevant qualifications
- Certificate IV in Assessment and Workplace Training
- Industry experience

Forms of evidence (Assessment Methods)

Evaluation of direct assignment tasks;

Actual observation;

Skill tests, simulations and projects;

Evaluation of underpinning knowledge and understanding;

Questioning and discussion; and

Evidence from prior achievement and activity.

Assessments are not a stressful activity. They are conducted in a relaxed and friendly atmosphere. Do not regard your assessment as an examination. Your Assessor simply needs to know which competencies from your course you have mastered, and which competencies require further practice and will be flexible in the assessment method used. It is in your long term interests to ensure that all of the skills necessary for the job have been mastered; our aim is to help you to learn those skills in the right way

Employability Skills

As a student and a prospect employee you are required to develop and possess the employability skills (Communication, Teamwork, Problem solving, Initiative and enterprise, Planning and organising, Self management, Learning, Use of technology). These skills can be achieved only if you set high standards towards your studies. We aim that you achieve these skills throughout your course by following simple rules.

- Communicate with your teacher and fellow students to create a positive environment
- Participate in team work activities as directed by your teacher

- Planning your tasks and completing them within given deadlines
- Undertake all assessment events and complete these satisfactorily
- Be creative and innovative in the completion of tasks.
- Understand and apply the knowledge and principles in daily tasks
- Engage in continuous learning and work towards becoming a professional
- Attend all classes well resourced and equipped (text books, notes etc.)
- Be punctual and manage time and resources to complete tasks satisfactorily
- Follow and apply safety principles while using equipment
- Cope with pressures, deadlines and standards of assessment activities
- Develop skills, knowledge and ethical standards throughout the course
- Seek assistance when experiencing problems

More information on employability skills can be obtained from the relevant training packages.

Course Progress Policy

SSBT monitors, records and assesses the course progress of each student for the course in which the student is currently enrolled.

SSBT assesses each student's progress during and at the end of each compulsory study period. The length of the study period for the purpose of this policy is the duration of the term. Term durations are outlined in our course timetables.

Unsatisfactory progress is defined as not successfully completing or demonstrating competency in at least 50% of the units in any compulsory study period of a course.

Unsatisfactory course progress in two consecutive compulsory study periods in a course will be reported to Department of Immigration and Citizenship (DIAC).

Students will be given a timetable showing the number of units to be completed in every compulsory study period

Intervention Strategy

Students can access their results and assessor feedback by logging onto student's website. Students can contact their teacher as soon as their results are available. Teachers are the first point of contact if students have any issues with assessments. During and at the end of each compulsory study period, Academic Support Officer implements intervention strategy by contacting students who are at risk of maintaining unsatisfactory course progress. Unsatisfactory Course Progress Notice will be sent to students who are at risk.

Students have the opportunity to meet with the Academic Support Officer who will advise students.

- i) the suitability of the course in which they are enrolled
- ii) the opportunities for the students to be reassessed in assessments which they had previously shown unsatisfactory result
- iii) that unsatisfactory course progress in two consecutive study periods for a course could lead to the student being reported to DIAC and cancellation of his or her visa depending on the outcome of any appeals process

Academic Support Officer is responsible for completing Record of Intervention Strategy Interview. This record outlines the support services provided to student in order to complete the course on time, strategies recommended in order to achieve satisfactory course progress and monitoring process used.

If student is identified as not making satisfactory course progress in a second consecutive compulsory study period in a course, SSBT will notify student of its intention to report the student to DIAC for unsatisfactory course progress. SSBT will send a notice of SSBT's intention to report.

Appeals

Students have 20 working days to appeal SSBT's decision on the following grounds.

- i) SSBT has not calculated or recorded your results or marks accurately or correctly
- ii) Compassionate or compelling circumstances
- iii) SSBT has not implemented its interventions strategy and other policies according to its documented policies and procedures that have been available to students

After completion of the appeals periods, students will be reported to DIAC for their unsatisfactory course progress if any of the below occurs

- a) Student chooses not to appeal internally or externally
- b) Student withdraws from the appeals process
- c) Outcome of appeals process favors SSBT's decision

Completion of Course with in the expected duration of the COE

Overseas students who are registered CRICOS courses must complete their course within the expected duration of their COE and the duration of the course must not exceed the course duration registered in CRICOS.

SSBT may only extend the duration of the course where it is clear that the student will not complete the course with in the expected duration, as specified on the student's CoE, as result of

- Compassionate or compelling circumstances
- SSBT implemented its intervention strategy for students who were at risk of not meeting the satisfactory course progress
- An approved deferment or suspension has been granted by SSBT

All course variations affecting the course finish date will be reported to DEEWR through PRSIMS and the supporting documents are kept in student files. Where necessary a new CoE will be issued to students notifying them of their new course completion date.

Critical Incident Policy

SSBT recognises the duty of care owed to its students and that planning for the management of a critical incident is essential.

A critical incident is defined by the National Code as 'a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury'.

Critical incident are not limited, but could include:

- Missing students;
- Severe verbal or psychological aggression;
- Death, serious injury or any threat of these;
- Natural disaster; and
- Issues such as domestic violence, sexual assault, drug or alcohol abuse.
- Non-life threatening events could still qualify as critical incidents

Procedure

When critical incident occurs, Student Contact Officer will call for a meeting with the appropriate staff members. Members of this meeting will be responsible for

- Assessing risks and response actions
- Liaison with emergency and other services
- Contact with students' relatives and other appropriate contacts
- Liaison with other external bodies, such as home stays, cares, or foreign embassies
- Counseling and managing students and staff not directly involved in the incident

A critical incident action plan will be prepared to manage various aspects arising from the incident.

SSBT will notify DEEWR and DIAC through PRISMS as soon as practical after the incident and in the case of a student's death or other absence affecting the student's attendance or academic progress.

SSBT keeps all records relating to these incidents in student files

Compassionate and Compelling Circumstances

Students must submit evidence to show they are experiencing compassionate and compelling circumstances. This evidence is reviewed by SSBT in decision making process

Compassionate or compelling circumstances are generally those beyond the control of the student and they have an impact on the student's capacity and/or ability to progress through course. These could include:

- serious illness or injury, where a medical certificate states that the student was unable to attend classes
- bereavement of close family members such as parents or grandparents (where a possible death certificate should be provided)
- major political upheaval or natural disaster in the home country requiring their emergency travel and this has impacted on their studies
- a traumatic experience which could include but is not limited to:
 - involvement in or witnessing of an accident or
 - a crime committed against the student or
 - the student has been a witness to a crimeand this has impacted on the student (these cases should be supported by police or psychologists' reports)

Medical Certificates

Medical certificates must:

- be issued by a registered doctor
- state that the student was unable to attend classes
- state the length of time the student will be unfit for class
- include the doctor's contact details

Psychologist Certificates

Psychologist certificates must:

- be issued by a registered psychologist
- include psychologist's contact details

Certificates not written in English must be translated into English

Younger Students

Younger (under 18) students coming to Australia must have appropriate accommodation, support and general welfare arrangements to be able to obtain a student visa. A parent, legal guardian or nominated suitable relative or an education provider are responsible for arranging the welfare arrangements.

Procedure

If parents or legal guardians of younger student choose to accompany the student or nominate a suitable relative, they must complete details of the guardian in Enrolment Form.

Relatives of younger students nominated by parents or legal guardian must also complete a guardian declaration form before they take the responsibility of welfare arrangements

SSBT is responsible to approve a suitable accommodation and welfare arrangements in case if the younger students are not accompanied by parents or legal guardians or not staying with nominated suitable relative

Parents or legal guardians of the younger students must advise the dates the welfare arrangement should start. At a minimum the welfare arrangement should cover CoE duration plus seven days in order to satisfy DIAC provisions for adequate welfare arrangements

SSBT advise DIAC in writing of the dates for which SSBT accepts responsibility and approval using a specified PRISMS pro forma letter

SSBT will also check the suitability of the student's accommodation, support and general welfare arrangements.

SSBT is also responsible to notify DIAC when younger student changes his or her welfare arrangements or when SSBT no longer approves of the arrangements

Course Variations

SSBT is required to notify DIAC about below changes occurred during the study at SSBT

Change of course

Student can change course pathways before any term starts. Relevant exemptions will be given if any equivalent subjects have been completed in the previous course. Student must pay the change of course fee along with completed application for new course. Normal enrolment procedure applies. If the change is requested by Student, any balance of fees from previous course will not be transferred to future course enrolment. If this is initiated by Sydney School of Business and Technology, a pro-rata balance is transferred to the future course enrolment.

Discontinuation of studies

Student must inform in writing about their intention to discontinue studies. Students must pay all fees owed to SSBT before claiming any documents. Student Contact Officer will attempt to counsel the student to identify any support can be provided.

Deferring, suspending or cancellation of studies

Deferring the commencement of a course (Unable to commence the course on time)

Before the student visa grant

Before student visa is granted students may request for change of start date to the next available intake date by providing the reasons for such request.

After student visa grant

Once student visa is granted students can defer the commencement of their course on compassionate and compelling grounds only. Failure to notify the non commencement of course or failure to provide proper reasons and evidence will result in reporting student's non commencement of the course to DIAC. This reporting may result in visa cancellation

SSBT can also initiate to defer the commencement of a course when a course is not offered or available.

Suspending the studies temporarily during the course

Students can temporarily suspend their studies during the course on compassionate or compelling grounds.

SSBT can also initiate to temporarily suspend the enrolment of a student on the following grounds

- Student misbehaviour resulting in breach of SSBT's code of conduct

In both cases of suspension, students are required to pay the fees in order to maintain the enrolment with SSBT.

Cancellation of the enrolment

SSBT initiates cancellation of enrolment on the following grounds

- Student misbehaviour resulting in severe breach of SSBT's code of conduct
- Non payment of fees

Procedure

Students must complete COURSE VARIATION FORM and discuss their issues with STUDENT CONTACT OFFICER. SSBT will notify this to DEEWR through PRISMS.

All student initiated variation must be supported by sufficient evidence so that a decision on the variation can be made with out delays. Evidence provided by the student for the purpose of course variations is kept in student files.

Outcomes of all student contact and counseling relating to deferral, suspension or cancellation are recorded in TEAMS

Student contact Officer is responsible to send Notice of deferral, suspension or cancellation letter to students explaining SSBT's decision to defer, suspend or cancel their enrolment

Students can appeal the decisions made by SSBT.

Students will be given 20 working days to appeal the decision and the enrolment status remains unchanged until the appeals process is completed unless there are extenuating circumstances exists

SSBT will notify the decision to defer, suspend or cancel the enrolment to DEEWR through PRISMS after 20 days appeal period is completed if any of the below occurs

- a) Student chooses not to appeal
- b) Student withdraws from appeal
- c) Outcome of the appeal favors SSBT's decision

Student visa may be affected by the deferral, suspension or cancellation of the enrolment.

If deferral or suspension period is more than 28 days, students must leave Australia unless there are compassionate or compelling circumstances that require the student to remain onshore

If deferral or suspension is more than 6 months then the student visa will be subject to visa cancellation

Transfer between Providers

Definitions (source: National Code 2007)

Principal Course is usually the final course of study student will undertake. For example, if a student is studying ELICOS followed by a bachelor degree, the Bachelor degree is the principal course.

6 months is calculated as six calendar months from the first day of your principal course

Transferring from another provider to SSBT

SSBT may enrol students seeking to transfer from another provider prior completing their 6 months of principal course if:

- i. Student is government sponsored student, and student sponsor supports a transfer
- ii. Student current education provider or course has ceased to be registered or a sanction has been imposed that prevent provider from continuing to deliver the principal course.
- iii. Student has letter of release from the current provider(s)

Transferring from SSBT to another provider

Students can apply to transfer from SSBT to another provider within the first six months of their principal course if:

- i) Student is government sponsored student, and student sponsor supports a transfer
- ii) SSBT or course student enrolled has ceased to be registered or a sanction has been imposed that prevent SSBT from continuing to deliver the principal course
- iii) Student enrolls in a course which is at the same or higher level to the currently enrolled and is not available at SSBT
- iv) Exceptional personal circumstances considered by Principal Executive Officer

SSBT will not grant release letter for students seeking to transfer before completing their 6 months of principal course if:

- i) students are enrolling in a course which is lower level to the one currently enrolled
- ii) all the support services have not been exhausted by the student
- iii) student is trying to avoid being reported to DIAC
- iv) student has outstanding debts or fines
- v) there is no written letter from parent or guardian and no evidence from another provider that they will accept the responsibility for accommodation and welfare of the student (for under 18 students)
- vi) There is no written confirmation from another provider that the enrolment can be made

Discontinuation – Refer to SSBT discontinuation of studies policy

Refunds – Refer to SSBT refund policy

Appeals – Refer to SSBT appeals policy

Overseas Student Health Cover (OSHC)

All overseas students on student visas are required to have overseas student health cover for the period of their stay in Australia.

How to Apply

A student will need to complete an Application for OSHC, which is available from registered OSHC providers and most educational institutions. Local education advisers can lodge the OSHC form and payment at the time of processing a student's enrolment to study in Australia. Only Australian health funds that have signed a Deed with the Australian Government can provide OSHC. Most Australian education institutions have a preferred OSHC provider. At SSBT, students are required to join "**Australian Health Management Group**" which is a registered health fund. Students may also take out additional cover in the form of Extra OSHC and students who could not previously access OSHC may now access Optional OSHC. Some students may be exempt from enrolling in the OSHC.

For more information Australian Health Management Group, visit their website on <http://www.ahm.com.au>

Working in Australia

Immigration laws allow students to work for up to 20 hours per week. However, work is not easy to find. Do not rely on income earned in Australia to pay your tuition fees. You cannot work if it interferes with your study.

Obtaining Work Permission

Overseas students in Australia are allowed to work no more than 20 hours per week during semester provided it does not adversely affect their studies. During semester breaks students may obtain full-time employment. Once you have received your Tax File Number, you can:

<p>Apply online</p> <ol style="list-style-type: none"> 1. Visit DIMA's eVisa page: www.immi.gov.au/e_visa/visit.htm#applications 2. Choose the type of visa you want to apply for 3. Read the General Information pages 4. You must agree to the Terms and Conditions before proceeding 5. Fill in the application screens 6. Pay by credit card only 	<p>Apply by post or in person</p> <ol style="list-style-type: none"> 1. Complete the Form 157P (you can get this form at the SSBT reception or DIMA office or visit the DIMA website) 2. Get the principal of SSBT to complete a special section on the form 3. Either post or lodge the application in person at the DIMA office
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Obtaining Tax File Number

1. You will need to complete a special form; available at your nearest Taxation Office you can also download it from the website www.ato.gov.au
2. Lodge the application at the nearest taxation office. (The nearest to SSBT is the office on 100 Market St, CBT (Centre Point Tower)
Phone number for new members: 1800188188. Phone number for enquiries or for an appointment: 132 861.
3. Your tax file number will be sent to your current Australian address. Once you have received your TFN, you may then lodge an application for work permit.

Issue of Qualification and Statements of Attainment

Students who complete all course units are eligible for a qualification otherwise only a statement of attainment is issued. Processing time for these documents is 2-4 weeks from the date of completion or from date of application.

Reissue of Qualifications

Before a AQF Qualification or Statement of Attainment can be reissued, student must fill the ADMIN 02 - Certificate Issue Form and pay qualification reissue fee (refer to fees and charges).

Student Forms Finder

<ul style="list-style-type: none"> Changing course Discontinue from studies Suspension of course 	Course Variation Form Discuss with Student Contact Officer before lodging application	Student Contact Officer Office
<ul style="list-style-type: none"> Request for documents 	Talk to Student Admin Officer	Reception Desk
<ul style="list-style-type: none"> Request for Qualifications issue/reissue 	Certificate Issue Form	Reception Desk
<ul style="list-style-type: none"> Change of address 	Online	http://teams.softwaredreams.com.au/ssbt/SRC
<ul style="list-style-type: none"> Reassessment Bookings 	Reassessment Request Form	Course Coordinator Office
<ul style="list-style-type: none"> Recognition of Prior Learning 	RPL Application Form	Course Coordinator Office
<ul style="list-style-type: none"> Student ID Card 	Student ID Card Application Form	Reception Desk
<ul style="list-style-type: none"> Complaints 	Email your complaint or concern to the relevant person	
<ul style="list-style-type: none"> Appeals 	Internal Appeal Form	Reception Desk

Shifts, Hours of Delivery and Class Breaks

Accounting Courses

Daytime
 Mon & Tue 9am – 5pm
 Wed 9am – 1pm

Evening
 Mon & Tue 3pm – 9:30pm
 Wed 2:30pm – 9:30pm

Business Courses

Daytime only
 Wed 1:00pm – 5:00pm
 Thur & Fri 9:00am – 5:00pm

Advanced Diploma of Hospitality Management - Current Students

Daytime 1	Daytime 2
Mon & Tue 9am – 5pm	Wed 1pm – 5:00pm
Wed 9am – 1pm	Thur & Fri 9:00am – 5:00pm

Certificate III in Hospitality (Commercial Cookery) – Current Students

Intake	Kitchen Practical (Ultimo Campus)	Hospitality Theory (George St Campus)
06 th July 2009	Monday 7am – 1pm, Tuesday 7am – 1pm	Friday 9am – 5pm
06 th October 2009	Wednesday 7am -1pm, Friday 7am – 1pm	Thursday 9am – 5pm

Students wishing to change groups can change to groups started later than their original groups for example students from Group 18 can change to only 19 or onwards. This allows students to complete all units. Students must contact Academic Support Officer who will upon approving such change will issue a new timetable to students.

CLASS BREAKS

Timeslots	First Break	Second Break	Third Break
9:00am – 5:00pm	10:40am – 11:00am (20 minutes)	12:50pm – 1:30pm (40 minutes)	3:00pm – 3:20pm (20 minutes)
9:00am – 1:00pm	10:40am – 11:00am (20 minutes)		
1:00pm – 5:00pm	2:40pm – 3:00pm (20 minutes)		
2:30pm – 9:30pm	5:00pm – 5:30pm (30 minutes)	7:30pm – 8:00pm (30 minutes)	
9:00am – 3:00pm	10:40am – 11:00pm (20 minutes)	12:50pm – 1:30pm (40 minutes)	
7:00am – 3:00pm	8:40am – 9:00am (20 minutes)	10:40am – 11:00am (20 minutes)	12:50pm – 1:30pm (40 minutes)
3:00pm – 11:00pm	4:40pm – 5:00pm (20 minutes)	6:50pm – 7:30pm (40 minutes)	9:00pm – 9:20pm (20 minutes)
7:00am – 1:00pm	8:30am – 9:00am (30 minutes)	10:40am – 11:10am (30 minutes)	
2:00pm – 8:00pm	3:30pm – 4:00pm (30 minutes)	6:00pm – 6:30pm (30 minutes)	

Fees and Charges

The following are the Administration Fees and Charges

Tuition fee late payment charges

1 day to less than 7 days	\$25
7 days to less than 14 days	\$50
14 days to less than 28 days	\$100
28 days or more (enrolment not cancelled)	\$250 (applies to overseas students only)
28 days or more (enrolment cancelled)	\$500 (applies to overseas students only)

Recognition of Prior Learning (theory)	\$150 per unit
Recognition of Prior Learning (Practical)	\$200 per unit
Re-assessment (classroom based) [#]	\$75 per assessment
Re-assessment (cookery practicals) [#]	\$25 per dish
Student ID Card replacement	\$10
Repeating an entire subject ¹	\$350 per subject for theory subjects \$750 per subject for practical subjects
Changing course pathways ²	\$200
Print Credit	\$5 minimum (5 cents per copy)
Photocopy (Key Card)	\$5.50 and \$10.50 (0.125 cents per copy)
Fax Services	\$10 for first page and \$2 per page after
Documents processing fee ³	\$2 each per document
Qualification/SOA reissue fee	\$150

¹ Subject to the teachers' availability

² Students who wish to change course must change no later than one week after the course start. This fee will apply to students whose visa has already been granted, have arrived in Australia but wish to change their course start date

³ Documents printed and authorised by SSBT staff

Document processing time is minimum 10 working days

Applications are available at reception upon request. (Please note that fees & charges may change without notice. Check notice boards for any updates).

[#] Students with valid medical certificates will be charged half price.

Please note fees are correct as at January 2009, and are subject to change without notice.

Video Surveillance

There is a 24 hour video surveillance in our George St campus

Students of SSBT must obey the following rules during their stay in the campus

- No standing in front of the building in groups
- No smoking in front of the building and also within the premises of the building
- Do not throw cigarette butts everywhere, use designated cigarette butt bins
- Lifts must not be blocked or overcrowded
- Do not throw rubbish any where, use rubbish bins

Any one found not following the above rules will face heavy fines.

Surveillance system camera policy

SSBT recognizes the need to strike a balance between the individual's right to be free from invasion of privacy and the institution's duty to promote a safe environment for all community members.

The purpose of video surveillance:

1. Ensure safety and security of staff, students, visitors, SSBT premises and facilities.
2. Promote a safe environment by deterring acts of harassment or assault.
3. Deter theft and vandalism and assist in the identification of individuals who commit damage to SSBT property.
4. Assist law enforcement agencies with regard to the investigation of any crime that may be depicted.

NOTICE: Security cameras, that are neither disguised nor secreted, are located at entrances, in and around facilities and individual/business property requiring security monitoring. Signs are strategically posted informing the general public of the usage of video surveillance on campus. Camera security monitoring is continuous and on-going.

Personal information contained on the recordings shall not be used or disclosed for purposes other than those for which it was collected, except with the consent of the individual or as required by law.

The focus of cameras used in video surveillance will not cover areas where there is an expectation of privacy.

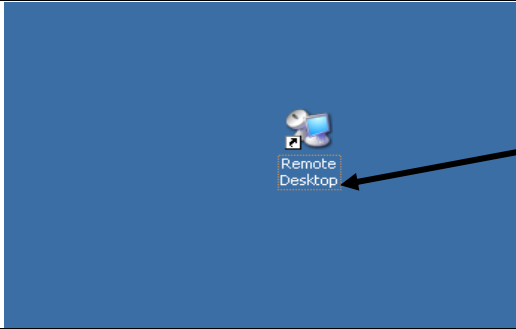

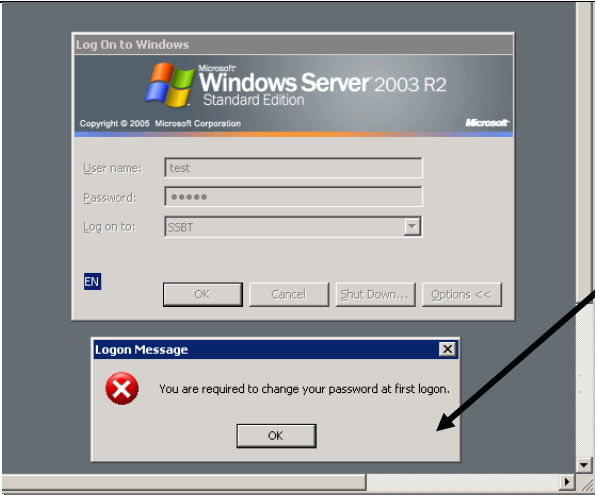

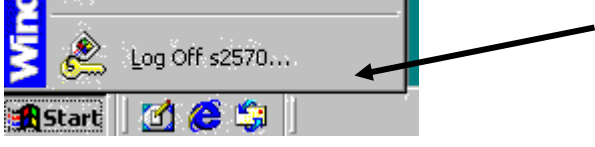
Computer Lab Usage Rules

1. SSBT computer lab Facilities are provided for use by registered SSBT students and staff. Other persons may be allowed to use SSBT computer lab facilities at the discretion of the director.
2. Keep noise levels to a minimum, talking to others in a group in maximum level of voice is not permitted in the computer lab.
3. Misuse of SSBT computer lab facilities, remove material or equipment without permission, or gain unauthorised access through a computer network is not allowed.
4. Interruption to any SSBT service is not allowed.
5. Storing or transmitting offensive materials on any SSBT Computer System is not allowed.
6. Consumption of food or drink in teaching rooms and in labs is not allowed.
7. Installation of any software, games or any other material on any SSBT Computer Systems is not allowed
8. Changing the settings of SSBT computer systems in the labs is not allowed
9. Internet service is provided only for educational purposes. Any other use of Internet service is not allowed including downloads.
10. Watching movies and playing games on SSBT computer system are not allowed.
11. SSBT holds full rights to refuse access to any student to the SSBT lab.
12. Internet service may be restricted to certain students in a certain time.

Whilst using the facilities of the SSBT computer lab you are expected to show consideration for other users.

Disciplinary action will be taken against those students who fail to comply with these regulations.

How to Log On To SSBT Network

	<p>Log into local computer as GUEST (no need for password) and double click REMOTE DESKTOP</p> <p>Icon located on the desktop.</p>
	<p>Type the following</p> <p>Username : Your student number</p> <p>Password : 'student'</p>
	<p>You will see a logon message prompting you to change your password</p>
	<p>Type in your new password (min 5 characters) in both the text boxes and click OK button. If you are successful, you will see a message "YOUR PASSWORD HAS BEEN CHANGED". Click OK to login.</p>
	<p>Make sure to logoff when you have finished</p> <p>Start → Logoff</p>

Contact your teacher or reception immediately if you have problems with logging in or connecting to the internet or printers